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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL



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May 6, 2011

Via Overnight Delivery

Docket Control Center
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

RE: Matrix Telecom, Inc. d/b/a Excel Telecommunications
Replacement Tariff Sheet for Arizona C.C. Tariff No. 11 (Commercial Interexchange)
Compliance Filing to Decision No. 71786; Docket No. (T-03228A-10-0153), T-20423A-10-0153

Dear Sir/Madame:

T-03517A-10-0153

Enclosed is the original and thirteen (13) copies of the *amended, replacement* tariff sheet for Arizona C.C. Tariff No. 11 (Commercial Interexchange) filed on behalf of Matrix Telecom, Inc. d/b/a Excel Telecommunications in the above-captioned docket filing. The enclosed amended tariff sheet is submitted based on staff's review and requested changes to this filing in compliance with Decision No. 71786 issued in Docket No. 10-0153.

The following *replacement* sheet is included with this filing:

Original Page 20

Corrects reference to "Arizona Corporation Commission"

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided.

Any questions you may have regarding this filing may be directed to me at 407-740-3001 or via email to tforte@tminc.com. Thank you for your assistance with this matter.

Sincerely,

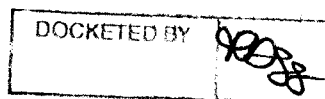
Thomas M. Forte
Consultant to Matrix Telecom, Inc.

Arizona Corporation Commission

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MAY 11 2011

Enclosure
TMF/mw



cc: ACC Compliance Section (1 copy)
S. Klopach - Matrix (Electronic Delivery)
file: Matrix (Excel) - AZ Commercial IXC
tms: AZ11101

COMMERCIAL INTEREXCHANGE COMMUNICATION SERVICES

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.21 Customer Service

In the event that the Customer is experiencing a service or billing problem, the Customer can contact the Company at the telephone number located on the bill of the billing entity for resolution. The Customer can communicate with Excel Telecommunications' Customer Service Department in Dallas, Texas by dialing their toll free number, (800) 875-9235. Excel Telecommunications will make all reasonable attempts to resolve the problem. The Customer will receive a response within thirty days of receipt of complaint. If the Customer feels that the matter has not been adequately resolved, the Customer will be advised that further resolution may sought by contacting the Commission at:

Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

2.22 Terminal Equipment

Company facilities and service may be used with or terminated in Customer-provided or Subscriber-provided terminal equipment or systems, such as PBXs, key systems, multiplexers, repeaters, signaling sets, teleprinters, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the Customer or Subscriber, except as otherwise provided. Subscriber or Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service.

2.23 Other Rules

2.23.1 The Company reserves the right to discontinue service, limit service, or to impose requirements on Customers as required to meet changing regulations, rules or standards of the Commission.

2.23.2 Reservation of Toll Free Numbers - The Company will make every effort to reserve toll free vanity numbers for customers, but makes no guarantee or warranty that the requested number(s) will be available.